



## A Note from Interim Administrator *Alicia Modjeska*

Dear Providers,

Welcome to our first *BHD Provider Connect* newsletter! As we work together to transform our behavioral health care system to a model that reflects national best practices, we know consistent communication and engagement with all of our providers is essential. Our first step in this direction began in January with the kick off of our quarterly provider meetings. I look forward to seeing all of you at our upcoming provider meetings. Meeting details are in this newsletter.

We hope the *BHD Provider Connect* newsletter will compliment these meetings - coming to you quarterly and with a host of information including updates on BHD and the Mental Health Board; profile stories about providers, BHD employees and client successes; a topical article written by one of our staff; the story of a program we can all be proud of and other updates.

This is an exciting time in our development. We are working harder than ever to improve access to behavioral health care, the quality of care and outcomes for those we serve and we've made big strides in achieving the [SMART Goals](#) established from the Mental Health Redesign. Doing this requires all of us to think differently, work together, and do things better. It also requires consistent, two-way communication – something we know we can improve. At BHD, we're moving many new initiatives forward that involve you including performance based contracting; consolidating functions; championing higher standards; creating new "front doors" for care with our community "hubs"; and, with the Mental Health Board, working to identify a new provider to deliver acute care services, and more. Why are we doing all of this? Because thousands in our community count on us, from youth who enter our care with extremely painful backgrounds, to adults whose lives become frightening by undiagnosed mental illness, families who don't know where to turn for help and individuals in recovery who need hope.

We also welcome your feedback. Please, let us know if there are topics you'd like us to provide information about and success stories you'd like to share.

And more exciting news - our new Administrator Mike Lappen joins the BHD team. Mike is well known in the Milwaukee community and comes to us from Ozaukee County where he currently serves as the director of health and human services.

I know I am far from alone in saying our team at BHD looks forward to the many next steps ahead and to developing a behavioral health care system that make us all say we are proud to be with BHD.

Regards,

Alicia Modjeska  
Interim Administrator  
Milwaukee County Behavioral Health Division

## Strategic Planning for Ongoing Redesign and System Improvement

health services in Milwaukee County. However, each of these has been designed or developed to look at a subset of factors and data points. Thus there has been no broad-based public health or epidemiologic analysis of the population and anticipated needs for current and future services. In the context of our current redesign and system evolution for integration, communication and program efficacy, we need to advance to driving our strategic planning, budgeting and program development schemes from our current state of impassioned pleas to a smart self-evolving needs-based and data-driven process.

As a first step towards this, we believe a coordinated consolidation and re-synthesized analysis of the four existing studies would produce data to seed the first transitional planning effort. As a result, BHD Leadership has worked on engaging a consultant to complete a three phase project. During Phase 1, analysis of eight recent reports to assess completeness of data, determination of top trends, determination of gaps and additional service needs, provide recommendations for potential population health advancement, and develop a consolidated summary of findings and implications. During Phase 2, a strategic implementation plan will be developed and aligned. The project will culminate in the Phase 3 Implementation and Execution of the Strategic Plan.

- Dr. John Schneider, Chief Medical Officer  
Milwaukee County Behavioral Health Division

## Spotlights



### Client Success Story: Ariel Deluna

Ariel Deluna's life today is dramatically different than it was just two years ago. She has her own apartment in Brown Deer, works in customer service and is making plans for her future.

"I work part time today," says Ariel. "But I'm ready to start taking more on, I'm ready to work full time."

Getting to this point has taken extremely hard work. Two years ago, Ariel had a thriving career in Atlanta, GA when she says her life changed.

"I just couldn't keep it together. I lost my job and went back to Las Vegas where I had worked before. I thought I could get my job back there, but it didn't work."

Ariel came home, to Milwaukee and ended up in a homeless shelter. She received healthcare and medication. A breakdown while at the shelter brought her to BHD.

"They treated me with such kindness and concern," she recalls. "They got me onto the right medications for the first time and made sure I was on the right dosage. The team there also encouraged me to do more than I thought I could."

Ariel was able to move from acute care into progressively less restrictive settings. She says her

### Program Spotlight: Comprehensive Community Services (CCS)

Marie Perry is in constant motion today. She attends support groups, 12-step-groups, one-on-one-peer support. She even volunteers and does yoga – all on top of a full time job.

"It's a lot, but I'm at a point in my life where this works for me and I'm ready to take on new challenges," she says.

It took years for Marie to get to this point. She struggles with PTSD. Comprehensive Community Services (CCS), a recovery-focused, integrated behavioral health program for adults and children helped her get her life back on track.

"I had been in therapy. I had been on medication. What I needed was case management to bring it all together," says Marie. "When I learned about CCS and got enrolled, that's exactly what the program did, it brought everything together for me and I have choices."

Milwaukee County Behavioral Health Division's Jennifer Wittwer says CCS can provide tremendous value.

"This benefit offers something different than other programs offered by Milwaukee County," she notes. "These are recovery services, not just case management or a medical model. CCS is able to offer a wide array of services to individuals living with any mental illness or substance use disorder, across the lifespan."

case manager and the caregivers she worked with continued to support her recovery and challenged her to do more.

"That allowed me to be able to transition to being fully functional and capable of being more sound and more like myself," Ariel said.

Ariel shared the story of her recovery with WISN-TV in March because she's proud of her progress and wants others with mental illness to know recovery is possible.

"I am so thankful for the care I received."



## Employee Spotlight: Meet Nicole

**Nicole Wooters, CAPSW (Certified Advanced Practice Social Worker)  
Psychiatric Social Worker (PSW)  
Inpatient Acute Teaching Unit**

Nicole has been a part of the BHD team for three years, coming to us with a passion for improving lives. She believes in service to our community and feels a responsibility to serve those in need. Nicole believes BHD gives her an opportunity to fulfill this purpose.

As a PSW, Nicole serves as a liaison to community based care and service providers through referral and advocacy in such areas as case management, medication management, mental health treatment, informal and formal supports, entitlements, alcohol and drug treatment and housing.

*"We work diligently in assessing needs and connecting patients to appropriate services. We begin discharge planning on the day of admission and all through a patient's stay, we work in concert with the patient, the treatment team and formal and informal supports to develop a seamless and sustainable transition for each patient."*

Nicole enjoys the challenges and learning opportunities that BHD provides and appreciates continuously learning from both her coworkers and her patients. These relationships and new knowledge are what makes her work on the teaching unit at BHD so meaningful.

Nicole is continuously seeking professional development and will soon be taking the exam to become a Licensed Clinical Social Worker.



*Marie Perry, Certified Peer Specialist &  
Mental Health Advocate*

The voluntary Medicaid program is designed to help individuals coping with mental health and substance use disorders recover from their conditions and gain self-sufficiency. Every person who participates works with a care coordinator to design an individual recovery plan.

BHD has revamped its process to make enrollment with CCS more customer friendly.

"We are working hard to streamline the entire experience," Jennifer says. "There's no referral process other than the interested person making a call into our phone line. We'll make a three-way call to the agency of their choice and we can get them set up for an appointment immediately."

In addition, BHD is building capacity by expanding the number of provider agencies in the program in Milwaukee County from eight to nine, with plans to add more throughout the rest of this year and into 2017.

Marie Perry has spoken publicly about how CCS has helped her. While she is no longer in the CCS, she encourages more providers to help people learn about CCS and encourages more people to enroll.

"Definitely, it's helped me turn my life around."

[Learn more about CCS](#)

### Who Is Eligible for CCS?

Everyone who is interested in CCS has the opportunity to participate in a screening process that will determine whether or not you are eligible for CCS. There are a few things you NEED to have in order to participate:

- 1) Milwaukee County residency
- 2) Medicaid (T-19, Forward Health)
- 3) A mental health condition and/or substance abuse disorder (alcohol, illegal street drugs, etc.)

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## Provider Spotlight: Whole Health Group



*Rosalyn McFarland, DNP*



*John Chianelli, Executive Director  
Whole Health Clinical Group and team member*

Whole Health Clinical Group is showcasing the increased success in patient care that is resulting from a new approach that emphasizes primary care and behavioral health care. The clinic is part of the Milwaukee Center for Independence (MCFI).

"Here we have integrated care meetings every Tuesday morning," says Rosalyn McFarland, DNP. McFarland oversees primary care for Whole Health. "We have pharmacy, psych, primary care, administration all in the room, so we have cases we review together. This benefits the patient – what was thought of as a mental health concern can actually be a medical problem."

McFarland and Executive Director John Chianelli illuminate the fact that Whole Health is on the leading edge of this evolved expansion of community-based behavioral health options for people in Milwaukee County. Dr. McFarland, who has been with Whole Health Clinical Group two years, and with MCFI for four years adds that emphasizing Primary Care is a best practice model.

"Seeing the change in their healthcare, the outcome; seeing how we come together to support the overall change – mind body and spirit... it's great to see the change and what we have done."

Mr. Chianelli is also pleased with the new approach and results.

"I'm very excited about our philosophy of integration. When we integrate care for people with serious mental illness, we expect better outcomes and people live longer. People with severe mental illness live 25 years less than the general population. We serve people who didn't have access to primary health care. When we can provide it, patients centered under one roof – when people have diabetes, hypertension, obesity and pulmonary issues are getting treatment for the first time. They come to see their case manager or psychiatrist and they are also able to get primary care."

Additionally, he believes success comes from increased collaboration among all providers and a diversity of available services tailored for the patient.

"This is a patient centered model where we have all services under one roof – crisis center, CBRF that Director Colon contracts with us for. So, what's cool about our model is that it becomes a patient centered medical home. We are able to support them throughout their illness – and when we do this people have better outcomes."

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**Q: What do you believe are the top issues facing mental health care in our community today?**

A: The overarching issues of mental health and substance abuse from my perspective





## Meet Mental Health Board Chair, Duncan Shrout

**Q: Provide a brief overview of your experience in mental health care.**

A: My path to the Milwaukee County Mental Health Board begins with my membership on the Combined Community Services Board (CCSB). CCSB is a Milwaukee County Board created in Wisconsin Statute which gains the comments of the consumers of human services in Milwaukee County. CCSB most recently has focused its efforts on the Disability Services Division consumers.

All CCSB members are appointed by the County Executive and approved by the Milwaukee County Board of Supervisors. Within Act 203, is a provision which requires a CCSB member to serve on MCMHB. CCSB Chairman Patrick Linnane appointed me to serve on the MCMHB in July 2014.

I am retired; however, I have 43 years of experience in substance abuse prevention, early intervention and treatment. For 33 years I served in a management positions in the human services private sector. In 2015, I was elected the chairperson of the State Council on Alcohol and other Drug Abuse. SCAODA is a state commission similar to the State of Wisconsin Council on Mental Illness.

**Q: What would you like the community to know about the MCMHB?**

A: The members of the MCMHB are dedicated to the prevention, early intervention and treatment of mental health and substance abuse. They come from a variety of backgrounds including: psychiatry, psychology, nursing, social worker, business, and advocacy. Employed members represent: Sixteenth Street Community Health Center, National Alliance for Mental Illness, Medical College of Wisconsin – Froedtert Hospital, University of Wisconsin Medical School - Mental Health Center of Dane County, Independent Health Care Plan, (iCare), Mental Health Task Force of Milwaukee County, the Legal Aid Society of Milwaukee and the Combined Community Services Board of Milwaukee County. MCMHB members take active roles in understanding: the behavioral health needs of Milwaukee County citizens as well as the services offered by the Behavioral Health Division which responds to these needs.

are: the prevention and early intervention of these conditions among Milwaukee County citizens. The Board is aware BHD's contracted partners are actively engaged in a variety of programs to reach vulnerable groups as early as possible to prevention mental illness and substance abuse and intervene as early as possible when necessary.

The next issue which has been the specific focus of MCMHB the last six months is replacing the aging Milwaukee County Mental Health Complex with a new, well designed state of the art facility as soon as possible. A new facility will better serve the child and adult patients referred to the BHD.

The other very important challenge is to increase the frequency of conversation we have with the Milwaukee community. As a public entity, it is important for MCMHB to hear views on: the annual BHD budget, opinions about the services provided by BHD, opinions about the performance of MCMHB. Likewise, it is important for MCMHB to frequently engage Milwaukee citizens with lived experience to appreciate their perspective and learn from it. Because MCMHB is committed to transparency and welcomes public input anyone may reach us by email at [mhb@milwaukeecountywi.gov](mailto:mhb@milwaukeecountywi.gov). This year, we are holding more public hearings than required by Act 203 which is part of our effort to hear from the public.

**Q: What do you hope the Milwaukee County Mental Health Board accomplish?**

A: The Milwaukee County Mental Health Board is well populated with mental health and substance abuse experts, both those who have lived with these challenges and those who have treated patients with these challenges. There are also members with sound business and health care management experience. There are members with significant advocacy experience both in the mental health and substance abuse areas. As the current chairperson, my role is to promote the reasonable engagement of my colleagues in the challenges previously described. I know we will do our best to serve the citizens of Milwaukee County.

# BHD Recognizes Mental Health Month



May is nationally recognized as **Mental Health Month**. Because of this, we invited our employees, providers and partners to participate in many activities to show our appreciation for all you do to raise awareness and support recovery for the population we serve.

Every week in May, we have highlighted a mental health topic, shared information on social media, and offered different ways for our employees and you to get involved and recognize each other's contributions to improving mental health in the community.

Here is what we've been up to:

- The County Executive proclaimed May as Mental Health Month, and Thursday, May 5 as Children's Mental Health Day
- Playworks Wisconsin joined us for fun and games focused on the social and emotional well-being of individuals
- We showcased our youth's artwork from BHD art therapy programs
- Friday, May 6 – Nurses Day (May 6 – 13) Nurses Week

Week 2 Overview:

Topic - Stigma of Mental Illness

- Employees, partners and the public were invited to share what #mentalillnessfeelslike online, as well as to submit an essay about their experiences with mental health for the opportunity to be featured on WUWM 89.7 FM - Milwaukee Public Radio and the Lake Effect.
- Massages for employees, Bagel Breakfast and Town Hall Meetings
- Reveal of the "Super People Work Here" posters to recognize employees
- Promote BHD Team at NAMI Walk

Week 3 Overview:

Topic - Depression, Suicide, Anxiety

- Reveal of 2015 Smart Goals banner at BHD
- Employee potluck

Week 4 Overview:

Topic - Addiction & Recovery

- WUWM 89.7 FM - Milwaukee Public Radio and the Lake Effect interviews aired
- Stay tuned for more fun to come!

With all the exciting activities happening this month, our employees are demonstrating they are "Proud to be BHD," and dedicated to serving the people of Milwaukee who need support. We hope the excitement has spread to our partners and providers, influencing more positive outcomes of mental wellness for our clients.



## Prevention Spotlight: Heroin & Opioids



## An Evening with Patrick J. Kennedy: A Personal Story of Addiction and Recovery

Presented by Medical Society of Milwaukee  
County in partnership with the  
Behavioral Health Division

Italian Conference Center  
631 E. Chicago Street, Milwaukee, WI  
Monday, September 19, 2016

*Resource booths 5:30 - 7 p.m.  
Mr. Kennedy will speak at 7 p.m.  
Audience Q&A to follow*

[Get tickets](#)

Milwaukee is becoming a national leader in combatting an epidemic that knows no neighborhood, age, ethnicity, gender or status - prescription narcotic abuse. The Behavioral Health Division is proud to partner with the Medical Society of Milwaukee to host a public event to highlight the dangers of prescription drug abuse and mental illness, featuring the renowned Patrick J. Kennedy.

Mr. Kennedy, son of the late Senator Ted Kennedy, is a former member of the U.S. House of Representatives and one of the nation's leading political voices on mental illness and addiction. He is also co-founder of One Mind, founder of the Kennedy Forum, and author of the 2015 book, *A Common Struggle*.

Mr. Kennedy will highlight the dangers of substance abuse and addiction and encourage the community to become involved in fighting this disease, bringing mental wellness to the forefront.

Partners non-profits and agencies are invited to join us for a resource fair prior to the keynote to provide information on needed resources for drug abuse prevention, treatment and recovery services. Contact [katy@kanecommgroup.com](mailto:katy@kanecommgroup.com) for more information on reserving a booth.

*Ticket prices for this event are \$25.00 for the general public.*

## Get Involved!

### Provider Meeting Agenda

**9455 WATERTOWN PLANK ROAD- ROOM 1045**  
MAY 23, 2016

- Welcome
- North Side Place Development Update-
- TCM – Contract Redesign Update
- Submitting Staff Changes to BHD
- Operations Meetings & Support of Supervisors
- Performance Measures
- New BHD Administrator
- Open Q&A Session
- Agenda Topics for Future Meetings

### Calendar of Events

**Behavioral Health Division  
Provider Meetings**

Monday, May 23, 2016, at 8 a.m. (Provider)  
Thursday, July 21, 2016, at 3 p.m. (Provider)  
Tuesday, October 18, 2016, 8 a.m. (Provider)

#### TCM Provider Meetings

Wednesday, June 1 at 1 p.m.  
Wednesday, June 29 at 1 p.m.

**Milwaukee Mental Health Task Force  
Monthly General Meetings**

- May 10, 2016 - 3:00 pm to 5:00 pm
- June 14, 2016 - 3:00 pm to 5:00 pm
- July 12, 2016 - 3:00 pm to 5:00 pm
- August 9, 2016 - 3:00 pm to 5:00 pm
- September 13, 2016 - 3:00 pm to 5:00 pm

**MC3  
Change Agent Meetings**  
May, 25, 2016



### **Welcoming Mike Lappen to the Behavioral Health Division**

We are excited to welcome Mike Lappen, MS, LPC to the Administrator role at the Behavioral Health Division.

Lappen joins Milwaukee County after three years as Director of the Ozaukee County Department of Human Services. In this role, Lappen expanded crisis mental health and outpatient services; partnered with consumers and non-profit agencies to address local challenges and create new resources to meet local needs; improved collaborations with law enforcement, child welfare, adult protection and other teams to improve outcomes and build a culture of collaboration, professional growth and accountability.

Lappen received his Bachelor of Arts in Psychology and his Master of Science in Educational Rehabilitation Counseling from the University of Wisconsin-Milwaukee. Lappen held numerous, progressive positions before joining Milwaukee County, including as Ozaukee County's Community Services Supervisor / Behavioral Health Manager and Clinical Coordinator for Wisconsin Correctional Services.

BHD Interim Administrator Alicia Modjeska will remain with BHD, and transition into the organization's first Chief Operating Officer position.

Join us for a meet and greet with Mike Lappen  
May 25, 2 - 4 p.m. at BHD, Room 1045

[RSVP here](#)

1- 4 p.m.

Italian Community Center

*European American Identity and Culture*

We will be exploring the dominant culture in the US, how it shapes identity and our way of thinking. No RSVP in necessary, but you are encouraged to come with questions, and an interest.

[Learn more](#)

### **Diversity in the U.S.**

June 22, 2016

Registration: 8 a.m.; Program: 9 a.m. - 4 p.m.

Italian Community Center

*Diversity, Privilege and Leadership*

Dr. Eddie Moore will be presenting an interactive, and informal educational session, that examines the issues of diversity in the United States. Lunch will be provided, and there is no fee to register.

[Learn more](#)

### **Milwaukee Walk for Recovery**

September 10, 2016

Registration 9:30; Kickoff - 10:30

A walk to benefit those impacted by substance abuse, or a mental health disorder. There will be an award for the team with the most spirit, as well as the one with the most participants! After the walk, MWR will host a block party for all participants, at no extra cost.

[Learn more](#)

**Stay connected with us!**

*We do important work each and every day. We like to highlight some of this great work on social media. "Like" us, "Follow" us and engage with us online today!*





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